

North Dakota Statewide Information Technology Plan 2000 - Agency Plan Summaries

190.0 Retirement and Investment Office

IT Plan Version: B 2

Goals and Objectives

Goal: 1 Provide support for efficient and accurate collection of employer reporting data and payments.

Objectives	Timeframe	Accomplishments/Status
1 A1 Implement electronic funds transfer capability for employer payments by June, 2001.	99-01	Not yet beyond initial information gathering phase.
2 A22 Implement secure internet transfer of monthly reporting data by June, 2003.	01-03	We may be able to bring this to production well before the target date; Department of Public Instruction already has a secure internet application and has agreed to program for our data transfers. 4-19-2000

Goal: 2 Support publication of current SIB information to internet site.

Objectives	Timeframe	Accomplishments/Status
1 A6 Maintain updated performance reports.	Ongoing	We have current performance reports on our internet site. As the Fiscal Management division sends us updates, we convert them to Adobe portable document format (PDF) and update the site.
2 A6 Maintain updated Comprehensive Annual Financial Report and section breakdown.	Ongoing	We have current financial reports on our internet site. As the Fiscal Management division sends us updates, we convert them to Adobe portable document format (PDF) and update the site.

Goal: 3 Provide support for outreach to and remote access for TFFR members.

Objectives	Timeframe	Accomplishments/Status
1 A6 Publish updates to manuals, brochures, fill-in forms and other publications on the internet site.	Ongoing	Currently being done; site is updated as we receive new material.
2 A4 Add 6% interest calculation to program on portables by August 30, 2000.	99-01	Project is in process, about 25% done (4-19-2000).
3 A4 Add installment purchase setup to program on portables by August 30, 2000.	99-01	In progress, about 40% complete (4-19-2000).
4 A4 Add internet access to portables by August 30, 2000.	99-01	Currently testing.
5 A4 Change level income calculation on portables to match new mainframe calculations by July 1, 2000.	99-01	We have tables defined, total project is about 40% complete (4-19-2000).
6 A6 Publish internet page for benefit estimates (all information to be filled in by member) by June 30, 2000.	99-01	About 20% complete (4-19-2000).
7 A23 Purchase or lease projector for presentations by August 30, 2001.	01-03	
8 A22 Implement secure internet access to member account information for inquiry, change, and benefit estimates by July 2004.	03-05	

Goal: 4 Provide NDRIO staff with sufficient technological resources to supply high quality services to SIB clients and TFFR members.

Objectives	Timeframe	Accomplishments/Status
1 A10 Replace 1/2 of NDRIO personal computers (complete)	99-01	Completed.
2 A12 Upgrade to Microsoft Office 2000 by December 30, 2000.	99-01	Waiting for state contract with Microsoft.
3 A14 Purchase small color printer for low-volume printing by June 30, 2000.	99-01	Complete.

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Goal: 4 Continued....

Objectives	Timeframe	Accomplishments/Status
4 A10 Convert network from token-ring to ethernet by June 30, 2000.	99-01	May be delayed, depending on availability of state network personnel.
5 A10 Convert network operating system from OS/2 Warp Server to Windows NT domain controller under Linux by June 30, 2000.	99-01	Testing, may implement under Token-Ring architecture, then convert to Ethernet.
6 A10 Replace network wiring with Category 5 or better by June 30, 2000.	99-01	May be delayed depending on state ITD installation scheduling.
7 A21 Replace 1/2 of NDRIO personal computers by December 31, 2001.	01-03	Complete.
8 A23 Purchase color laser printer by June 30, 2002.	01-03	
9 A2 Upgrade transmission line speed from ITD by July 31, 2001.	01-03	Investigating methods and cost.
10 A21 Replace 1/2 of NDRIO personal and portable computers by December 31, 2003.	03-05	
11 A7 Maintain software and hardware support contracts: Xerox printer, Lexmark printer, ACL Software, Great Plains Dynamics, Norton Antivirus	Ongoing	Up-to-date status is OK.
12 A2 Maintain data transmission line to ITD.	Ongoing	
13 A3 Maintain telephone system.	Ongoing	
14 A9 Repair computers and printers as needed.	Ongoing	
15 A21 Replace 2 scanners by December 31, 2003	03-05	
16 A2 Maintain local area network	Ongoing	
17 A2 Maintain office software configurations (Microsoft Office, Great Plains Dynamics, SIBR, ACL)	Ongoing	

Goal: 5 Ensure that NDRIO staff members are properly trained to use available technology efficiently and effectively.

Objectives	Timeframe	Accomplishments/Status
1 A8 Train new employees in use of Microsoft Office	Ongoing	Current employees are trained; new employees go to training classes as needed for software used in job duties.
2 A8 Train new employees on mainframe programs	Ongoing	Current staff are trained; new staff have orientation program.
3 A8 Train new employees on VisualInfo	Ongoing	
4 A8 Train IS supervisor and data processing coordinator on Windows NT network administration by December 31, 2000.	99-01	Data processing coordinator has completed first class.
5 A8 Train internal audit staff (2) on use of ACL audit software by December 31, 2000.	99-01	Supervisor of Internal Audit is arranging training; initial training should be completed by target date.

Goal: 6 Maintain and update TFFR systems to meet needs of TFFR members and requirements of state legislature, federal and IRS regulations, and actuarial consultants.

Objectives	Timeframe	Accomplishments/Status
1 A1 Update annual statements with projected benefits and disability/survivor benefit info by June 30, 2000. ITD #824509 & 925206	99-01	Completed as of April 30, 2000.
2 A1 824508 Update level income calculations and tables and display level reduction date by July 1, 2000.	99-01	Tables are defined; ITD to begin programming by end of April, 2000.

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Goal: 6 Continued....

Objectives	Timeframe	Accomplishments/Status
3 A1 Print account change notices for retirees by January 31, 2000.	99-01	Complete
4 A1 Print notice for new retirees. Complete by April 30, 2000.	99-01	Complete.
5 A1 Automate presumptive retiree processing (complete)	99-01	Complete
6 A1 Automate presumptive refund processing by June 30, 2000.	99-01	Complete with some minor cleanup work.
7 A1 Generate and display online journal of changes viewable from each account by June 30, 2001.	99-01	Evaluating.
8 A13 Update VisualInfo to functionality of previous image system by June 30, 2001.	99-01	Evaluating - may delay until 2001-2003 biennium.
9 A1 Program PF key to move from inquiry to change screen by June 30, 2001.	99-01	Not started.
10 A16 Feasibility study of update options for system by December 31, 2002.	01-03	
11 A20 Program links between TI6000, VisualInfo, and Microsoft Office by June 30, 2002.	01-03	
12 A1 Add Installment purchase enhancements: - Multiple purchases - Payment booklet - Automatic deduction for installment payments by June 30, 2002.	01-03	
13 A1 Add and display additional bank information for EFT accounts by June 30, 2002.	01-03	Purchased subscription to ABA number list; will manually update bank information online from their book.
14 A1 Add and display additional check retention information by June 30, 2002.	01-03	
15 A1 Add fiscal year retention of employer data by June 30, 2003.	01-03	
16 A1 Add retention of 1099R data by June 30, 2003.	01-03	
17 A1 Add screen for making changes to multiple accounts by June 30, 2005.	03-05	
18 A31 Select and implement changes from feasibility study by June 30, 2005.	03-05	
19 A1 Add programming to change screens to update all affected fields (YTD, LTD, employer<>member) by June 30, 2005.	03-05	
20 A30 Update VisualInfo (workflow, forms recognition, barcoding) by June 30, 2005.	03-05	
21 A1 Online crossover posting	99-01	Evaluating complexity of proposed change.

Goal: 7 Support independent data collection and analysis needs of NDRIIO Internal Audit Services and external auditors.

Objectives	Timeframe	Accomplishments/Status
1 A11 Implement direct access to mainframe data for internal auditing by December 31, 2000.	99-01	Installed ACL Auditing software; mainframe access software on order through state ITD.

Goal: 8 Resume office operations in the event of a system failure or natural disaster.

Objectives	Timeframe	Accomplishments/Status
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Goal: 8 Continued....

Objectives

1 A5 Create Business Recovery Plan.

Timeframe

01-03

Accomplishments/Status

We are currently working on this; should have basic plan complete by 6-30-2000, and more comprehensive plan in place in completion timeframe noted above.

2 A5 Maintain readiness of Business Recovery Plan.

Ongoing

We will schedule review and update of Business Recovery Plan after it is implemented.

Goal: 9 Plan for compliance with ITD standards and agency goals

Objectives

1 A15 Maintain IT plan

Timeframe

Ongoing

Accomplishments/Status

Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
1 TI6000 Maintenance	1	Maintenance/Base	Ongoing				
Expenditures for maintenance and operation of the TI6000 mainframe system, including micrographics.					IT PLAN ESTIMATED COST	\$432,600	\$468,319
5,470 hours IT staff time (2735 * (\$15.06 + \$4.58)(Coord); 2735 * (\$19.48 + \$5.32)(Sup): hourly rates salary and benefits for 2 IT staff in 2001-2003)					BASE BUDGET REQUEST		\$468,319
					OPTIONAL BUDGET REQUEST		\$0
					BUDGET NONAPPROPRIATED		\$0
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
2 Office IT	2	Maintenance/Base	Ongoing				
Hardware, software, and infrastructure for office support:					IT PLAN ESTIMATED COST	\$14,200	\$23,453
Local area network;					BASE BUDGET REQUEST		\$22,963
Microsoft Office (upgrade to Exchange 2000 - \$35 * 17), Great Plains, ACL					OPTIONAL BUDGET REQUEST		\$490
T1 data transmission line from ITD.					BUDGET NONAPPROPRIATED		\$0
100 hours (50 * (\$15.06 + \$4.58)(Coord); 50 * (\$19.48 + \$5.32)(Sup): hourly rates salary and benefits for 2 IT staff in 2001-2003)							
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
3 Telephone	3	Maintenance/Base	Ongoing				
Voice communication costs.					IT PLAN ESTIMATED COST	\$29,400	\$23,280
We want to add toll-free number availability to out-of-state callers.					BASE BUDGET REQUEST		\$22,440
					OPTIONAL BUDGET REQUEST		\$840
					BUDGET NONAPPROPRIATED		\$0

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Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
4 Outreach Programs	4	Maintenance/Base	Ongoing				
Support programming and communications needs for outreach programs. Update copy of Delphi @ \$300. IT staff hours: 1999-2001: 114; 2001-2003: 50 - (25 * (\$15.06 + \$4.58)(Coord); 25 * (\$19.48 + \$5.32)(Sup)); 2003-2005: 50				IT PLAN ESTIMATED COST	\$2,525	\$1,411	\$1,100
				BASE BUDGET REQUEST		\$1,411	
				OPTIONAL BUDGET REQUEST		\$0	
				BUDGET NONAPPROPRIATED		\$0	
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
5 Business Recovery	5	Maintenance/Base	Ongoing				
Maintain business recovery plan. IT staff time: 1999-2001: 250 hours; 2001-2003: 300 hours				IT PLAN ESTIMATED COST	\$5,536	\$6,666	\$3,300
				BASE BUDGET REQUEST		\$6,666	
				OPTIONAL BUDGET REQUEST		\$0	
				BUDGET NONAPPROPRIATED		\$0	
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
6 Internet Site	6	Maintenance/Base	Ongoing				
Establish and maintain internet site current information. 3 copies of FrontPage @ \$50 per upgrade. IT staff time: 1999-2001: 200 hours; 2001-2003: 200 hours; 2003-2005: 200 hours				IT PLAN ESTIMATED COST	\$4,480	\$4,695	\$4,480
				BASE BUDGET REQUEST		\$4,695	
				OPTIONAL BUDGET REQUEST		\$0	
				BUDGET NONAPPROPRIATED		\$0	
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
7 Service Contracts	7	Maintenance/Base	Ongoing				
Service and support contracts for Great Plains Dynamics (\$2,100), Xerox (\$1,120) printer, ACL software (\$1,300), and Norton Antivirus software (\$1 per month per PC (25) = 24 * 25 = \$600).				IT PLAN ESTIMATED COST	\$5,604	\$5,120	\$5,120
				BASE BUDGET REQUEST		\$5,120	
				OPTIONAL BUDGET REQUEST		\$0	
				BUDGET NONAPPROPRIATED		\$0	
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
8 Staff Training	8	Maintenance/Base	Ongoing				
Initial software training for new employees; advanced and software upgrade training for current employees on all job-related software at \$200 per person (\$3,400). 1999-2001 includes \$8,000 for IT staff training; future bienniums will include \$3,000.				IT PLAN ESTIMATED COST	\$11,400	\$6,600	\$6,600
				BASE BUDGET REQUEST		\$6,400	
				OPTIONAL BUDGET REQUEST		\$200	
				BUDGET NONAPPROPRIATED		\$0	

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Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05	
9 Equipment Repairs	9	Maintenance/Base	Ongoing					
Repair (parts and labor) to computers, printers, and network equipment.					IT PLAN ESTIMATED COST	\$4,000	\$3,580	\$4,000
					BASE BUDGET REQUEST		\$3,580	
					OPTIONAL BUDGET REQUEST		\$0	
					BUDGET NONAPPROPRIATED		\$0	
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05	
10 LAN Upgrade	10	Enhancement/Upgrade	07/1999	06/2001				
Replace workstations with all Pentiums.					IT PLAN ESTIMATED COST	\$79,575	\$0	\$0
Replace network server with Windows NT domain controller under Linux.					BASE BUDGET REQUEST		\$0	
Replace network wiring. P0001					OPTIONAL BUDGET REQUEST		\$0	
IT staff time: 700 hours (training originall in this figure is move to staff training)					BUDGET NONAPPROPRIATED		\$0	
Justification:								
Current network operating system is OS/2 Warp Server running NETBIOS protocol over Token-Ring. We will replace with state standard NOS, protocol (TCP/IP), and topology (Ethernet).								
Impact on other activities:								
After installation, maintenance will become part of Activity 2 (Office IT).								
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05	
11 Auditor Data Access	11	New Initiative	01/2000	12/2000				
Install ITD-supplied programs to allow ODBC access to TFFR ADABAS files. 97400-03. IT staff time: 1999-2001: 310 hours					IT PLAN ESTIMATED COST	\$6,865	\$0	\$0
					BASE BUDGET REQUEST		\$0	
					OPTIONAL BUDGET REQUEST		\$0	
					BUDGET NONAPPROPRIATED		\$0	
Justification:								
Independent data access is internal auditing requirement.								
Impact on other activities:								
After initial setup, this becomes part of Activity 1 (TI6000 Maintenance) and Activity 2 (Office IT).								
We will need to monitor cost of ODBC inquiry processing against ADABAS files.								

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Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
12 Software Upgrade	12	Enhancement/Upgrade	07/2000	12/2000			
Upgrade Office 97 to Office 2000 Professional 97400-05. IT staff time: 40 hours					IT PLAN ESTIMATED COST	\$18,300	\$0
					BASE BUDGET REQUEST	\$0	\$0
					OPTIONAL BUDGET REQUEST	\$0	\$0
					BUDGET NONAPPROPRIATED	\$0	\$0
Justification:							
Add desktop database (Access) to facilitate auditor data access and consolidate other database functions currently being done in Excel.							
Impact on other activities:							
After installation, becomes part of Activity 2 (Office IT).							
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
13 VisualInfo Functions	13	Enhancement/Upgrade	07/2000	06/2001			
Bring functionality of old image system to VisualInfo 97100-05. IT staff time: 1999-2001: 800 hours; 2001-2003: 310 hours					IT PLAN ESTIMATED COST	\$17,715	\$6,890
					BASE BUDGET REQUEST	\$6,890	\$0
					OPTIONAL BUDGET REQUEST	\$0	\$0
					BUDGET NONAPPROPRIATED	\$0	\$0
Justification:							
Conversion to VisualInfo resulted in decreased functionality.							
Impact on other activities:							
After installation, becomes part of Activity 1 (TI6000 Maintenance).							
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
14 Equipment Under \$750	14	Maintenance/Base	Ongoing				
Replace low-cost dot-matrix and inkjet printers					IT PLAN ESTIMATED COST	\$3,400	\$4,500
					BASE BUDGET REQUEST	\$4,000	\$4,000
					OPTIONAL BUDGET REQUEST	\$500	\$0
					BUDGET NONAPPROPRIATED	\$0	\$0

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Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
15 IT Plan Maintenance	15	Maintenance/Base	Ongoing				
Update IT plan: 80 hours per biennium					IT PLAN ESTIMATED COST	\$1,770	\$1,779
					BASE BUDGET REQUEST	\$1,779	\$1,779
					OPTIONAL BUDGET REQUEST	\$0	\$0
					BUDGET NONAPPROPRIATED	\$0	\$0
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
16 Feasibility Study	16	New Initiative	07/2003	04/2003			
Evaluate functionality, cost-effectiveness, and level of service provided by current system.					IT PLAN ESTIMATED COST	\$0	\$25,000
Funding is estimated at \$15,000 to \$25,000 and will be provided from continuing appropriation.					BASE BUDGET REQUEST	\$0	\$0
					OPTIONAL BUDGET REQUEST	\$0	\$0
					BUDGET NONAPPROPRIATED	\$25,000	\$0
Justification:							
Our system was developed in 1986, and has had a large number of changes and enhancements. As a result of age and changes, it has become less integrated and more difficult to maintain.							
Impact on other activities:							
Activity 20 (Office Automation) may be rolled into a project (Activity 31) to implement the recommendations from this study. Any result from this activity would become part of Activity 1 (TI6000 Maintenance) and Activity 2 (Office IT).							
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
20 Office Automation	20	Enhancement/Upgrade	07/2001	06/2003			
Program links between mainframe TI6000 system, VisualInfo imaging system, and office automation software to enable:					IT PLAN ESTIMATED COST	\$0	\$35,557
1. Improved user ID -> workbasket link.					BASE BUDGET REQUEST	\$35,557	\$0
2. Access to VisualInfo record from TI6000 and vice versa.					OPTIONAL BUDGET REQUEST	\$0	\$0
3. Generation of letters, forms, and benefit estimates.					BUDGET NONAPPROPRIATED	\$0	\$0
P0002. IT staff time: 2001-2003: 1,600 hours							
Justification:							
Integration of these systems will allow quicker response to customer requests for information.							
Impact on other activities:							
Ongoing maintenance will become part of Activity 2 (Office IT)							

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Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
21 Hardware replacement	21	New Initiative	07/2003	06/2005			
Replace personal and portable computers and network server on periodic schedule.					IT PLAN ESTIMATED COST	\$0	\$17,300
					BASE BUDGET REQUEST		\$16,200
					OPTIONAL BUDGET REQUEST		\$1,100
					BUDGET NONAPPROPRIATED		\$0
Justification:							
1. To maintain up-to-date computer systems.							
2. To reduce maintenance costs on unsupported hardware.							
3. Keep consistent office standard							
Impact on other activities:							
Maintenance becomes part of Activities 2 (Office IT) and Activity 9 (Equipment Repairs)							
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
22 Secure Web Access	22	New Initiative	07/2001	06/2005			
Add secure access to internet site for employers and members 97400-02. IT staff time: 2001-2003: 210 hours					IT PLAN ESTIMATED COST	\$0	\$4,668
					BASE BUDGET REQUEST		\$4,668
					OPTIONAL BUDGET REQUEST		\$0
					BUDGET NONAPPROPRIATED		\$0
Justification:							
Business necessity							
Impact on other activities:							
Ongoing upkeep will be under Activity 6 (Internet Site)							
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
23 Other Hardware	23	Enhancement/Upgrade	07/2001	12/2001			
Purchase portable projector (\$6,400) for use in presentations to teachers, employers, and boards.					IT PLAN ESTIMATED COST	\$0	\$6,400
					BASE BUDGET REQUEST		\$6,400
					OPTIONAL BUDGET REQUEST		\$0
					BUDGET NONAPPROPRIATED		\$0
Justification:							
Powerpoint (or other presentation software) presentations have become a baseline requirement. Need printer for low-volume printing for presentations							
Impact on other activities:							
Maintenance becomes part of Activities 2 (Office IT) and Activity 9 (Equipment Repairs)							

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30 Image Enhancements	30	Enhancement/Upgrade	07/2003	06/2005			
Add workflow, forms recognition, and barcoding					IT PLAN ESTIMATED COST	\$0	\$0
					BASE BUDGET REQUEST	\$0	\$0
					OPTIONAL BUDGET REQUEST	\$0	\$0
					BUDGET NONAPPROPRIATED	\$0	\$0
Justification:							
Greater productivity							
Impact on other activities:							
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
31 System Update	31	New Initiative	07/2003	06/2005			
Implement selected parts of feasibility study (Activity 16). Cost is unknown at this time.					IT PLAN ESTIMATED COST	\$0	\$0
					BASE BUDGET REQUEST	\$0	\$0
					OPTIONAL BUDGET REQUEST	\$0	\$0
					BUDGET NONAPPROPRIATED	\$0	\$0
Justification:							
Our system was developed in 1986, and has had a large number of changes and enhancements. As a result of age and changes, it has become less integrated and more difficult to maintain.							
Impact on other activities:							
Activity 1 (TI6000 Maintenance) and Activity 2 (Office IT)							
Total Agency					IT PLAN ESTIMATED COST	\$637,370	\$645,218
					BASE BUDGET REQUEST		\$617,088
					OPTIONAL BUDGET REQUEST		\$3,130
					BUDGET NONAPPROPRIATED		\$25,000